

What type of coverage is available?

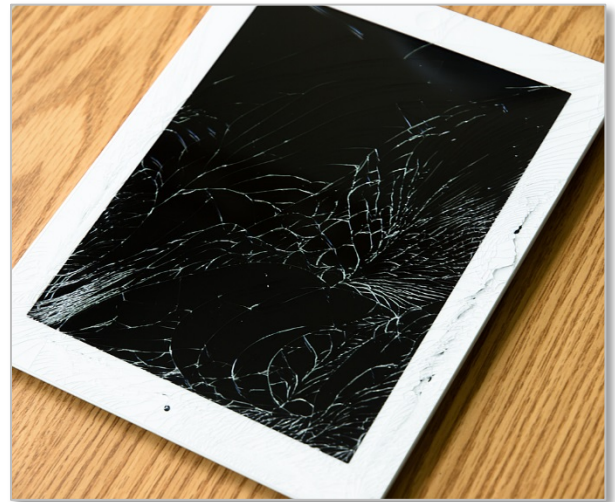
All Safeware Protection Plans include:

- Parts and Labor
- Mechanical and Electrical Failure
- Failure Resulting From Normal Usage
- Manufacturer's Defects
- No Deductibles or Service Fees
- Power Surges
- No Lemon Policy

Select plans also include coverage for Accidental Damage in Handling (ADH).

The Accidental Damage in Handling (ADH) protection plan includes the coverage listed above, in addition to protection from unforeseen events such as:

- Drops, Falls and Collisions,
- Cracked Screens, or
- Liquid Damage



What is Accidental Damage in Handling (ADH)?

- ADH is defined as an unexpected and unintentional external event, resulting in physical damage to the covered item. Examples of Accidental Damage in Handling include, but are not limited to drops, falls, collisions, liquid spills and liquid submersion.

When does the Safeware coverage begin?

- All plans begin on the date of device purchase. This applies to extended service plans, extended service plans with accidental damage, and refurbished device plans.

How long after I purchase my device can I buy a Safeware Protection Plan?

- You can purchase a Safeware Protection Plan up to 90 days after the item is initially purchased, as long as the device does not have any pre-existing damage or conditions.

Is there a deductible?

- There are no deductibles or out of pocket expenses for covered repairs on Safeware Protection Plans.

What are the differences between a replacement plan and a repair plan?

- *Replacement plans* are available on products where repair service is either not viable or not available. In the event you require service on a replacement plan, your product will be replaced with a like kind and quality device and your plan would be fulfilled. Most devices under \$400 will be replaced or cash settled with this plan.
- *Repair plans* will replace the affected component(s) in the event you require service. If the product (originally costing more than \$400) cannot be repaired, it will be replaced with a like kind and quality product. The aggregate, combined cost of these repairs is not to exceed the original purchase price of the product less tax.

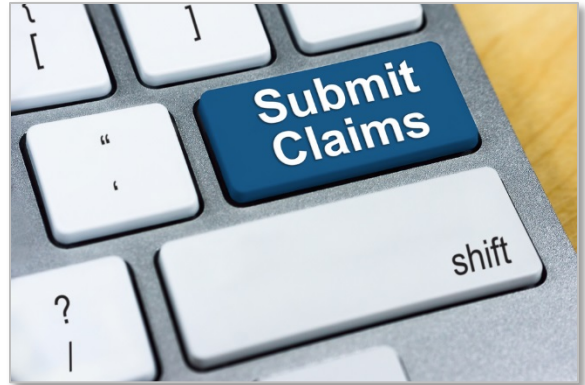
Exclusions apply. Please see Terms and Conditions for full coverage details.

When will I receive the confirmation plan documents?

- If you provided a valid e-mail address in the Protection Plan order, you will receive a copy of the plan documents within 48 business hours of purchase. If an email address is unavailable, the plan documents will be mailed to the address provided within 7-10 business days.
- Please save your plan documents in a secure place to make it easier when placing claims in the future.

How can I request service under the plan?

- Simply visit my.safeware.com/pcm 24/7 to complete the online claim form. Once submitted, you will receive instructions on next steps to allow for quick processing of the claim.
- If you would rather speak to a member of the Safeware Solution Center team, call 1-800-800-1492 to file a claim or check claim status.



Do I need to provide proof of purchase when filing a claim?

- Customers should keep their sales invoice and receipt for the purchased product. These are integral parts of the Extended Service Plan agreement and you may be required to produce them in order to obtain service.

What happens if a device cannot be repaired?

- If a device is damaged beyond repair, Safeware will decide to either replace the device with one of like kind and quality or to reimburse the customer for the replacement cost of the device up to the original purchase price.

Does Safeware offer international coverage?

- No, the program does not provide coverage on devices that are intended for use outside of the United States.

Can I obtain service when traveling outside of the United States?

- Customers traveling abroad can have their device repaired. However, you will be required to pay for the shipping back to an authorized service center in the US.
- If you need to have the item repaired quickly, the option to pay for the repair upfront and be reimbursed by Safeware is available. You are required to obtain approval from Safeware prior to moving forward with any repairs.

How will you replace my product if the manufacturer no longer makes it?

- In the event that a product is out of production, we will replace the product with a like kind and quality unit.

Are batteries covered?

- Batteries are covered (if ADH coverage was purchased) in the event of accidental damage or failure of the product resulting from ADH. The plan does NOT cover a battery that has been depleted due to normal consumption.

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Frequently Asked Questions Safeware Protection Plans

Are AC Adapters covered?

- Yes, if the adapter is physically damaged (if ADH coverage was purchased) or fails from normal use.

What is the product's purchase price?

- The purchase price is based off of the MSRP. The purchase price does not include tax.

What is the total amount of coverage?

- The amount of coverage is equal to the product's MSRP less tax.

Does the plan cover data recovery or backup?

- No. Safeware is not responsible for data backup or recovery. However, a Safeware plan combined with a backup hard drive provides an easy way to have peace of mind that your data is always safe.

Do Safeware Protection Plans cover problems resulting from software or viruses?

- No, software and virus related problems are not covered by the plan. In addition, Safeware does not cover system software reinstallation.

Is the plan transferable?

- Yes. In the event that you need to have your device replaced under the manufacturer's warranty or due to a theft, the plan can transfer to a new device. Plans are only transferable for the remaining term and benefit of the service contract.
- In addition, if the device is sold, the plan can be transferred to the new owner. To transfer a plan, call the Safeware Solution Center at 1-800-800-1492.

Is the plan renewable?

- No, plans are not renewable.

Does this plan provide coverage for theft or lost items?

- No, Safeware Protection Plans do not provide coverage against theft or lost property.

Can a Safeware Protection Plan be cancelled?

- Within the first 30 days, you should contact your PCM Account Executive for a full refund, less any claims paid. After 30 days, a prorated refund less any claims cost paid out.

Can I buy a Safeware Protection Plan on items purchased at other retailers?

- Enterprise customers may purchase a Safeware Protection Plan on devices purchased at other retailers as long as the device was purchased within the past 30 days.
- Education customers (i.e. K-12, Colleges or Institutional) are not eligible for this offer.
- Safeware will only cover items equal to or less than 30 days old and will not cover items with pre-existing damage or conditions.
- You will need to provide proof of purchase for the device (i.e. receipt or invoice) to your PCM Account Executive prior to purchasing a Safeware Protection Plan. The proof of purchase must clearly state the item's date of purchase (DOP).

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Frequently Asked Questions Safeware Protection Plans

What is the Limit of Liability?

- The limit of liability is equal to the price of the device at the time of purchase.
(Example: Mr. Smith buys a 4 year plan along with a laptop at the PCM price of \$1,349. He is covered up to \$1,349 or 4 years – whichever comes first).

Can Safeware be sold on refurbished devices with less than 90 days manufacturer's warranty?

- No, the refurbished device must have at least a 90 day manufacturer's warranty.